Federal Employees Health Benefits Centralized Enrollment Clearinghouse System
Service Level Agreement Performance Metrics Fiscal Year 2010
First Quarter Report

Item	Measure	Definition	Metric	Frequency	1st Quarter
1	Quality Assurance	Appropriate organizations will validate/verify that system changes are tested.	100% of planned system changes have been validated/verified or a waiver obtained.	Quarterly	Metric Met = Yes, 100% 1 of 1
2	Disaster Recovery Business Resumption	Communicate Disaster Recovery/Business Resumption	Customer notified no less than 30 days prior to planned drill.	Semiannually	Metric Met = n/a No Drills were conducted during the 1st Quarter
3	System Changes	Regulatory mandated application changes are completed per schedule.	75% of changes are implemented within originally scheduled release date.	Quarterly	Metric Met = n/a No occurrences this reporting period
4	Security	NFC system meets National Institute of Standard Technology requirements and Federal Government requirements for systems containing sensitive but unclassified data.	100% of all Certification and Accreditation (C&A) documents for major applications are current.	C&A is completed every 3 years or sooner, in accordance with published guidelines.	Metric Met = Yes C&A must be completed every 3 years. Most recent accreditation: November 26, 2007
5	Security	User access granted.	95% of the time for a complete, accurate request received by NFC, Information Systems Policy and Control Staff (ISPCS):	Quarterly	Metric Met = n/a No data available this reporting period
6	Communication	NFC holiday schedule.	Customer Notification and Electronic Bulletin are updated 5 business days in advance. NFC Home Page is updated 5 business days in advance.	Monthly	Metric Met = n/a No occurrences this reporting period
		Processing of non-emergency system maintenance schedule published.			Metric Met = Yes The non-emergency maintenance calendar is now on the NFC web site.

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Item	Measure	Definition	Metric	Frequency	1st Quarter
7	Communication	Communication of global application issues.	For 95% of occurrences, upon confirmation by system owner, notification is made within a maximum of 3 hours during established business hours.	Monthly	Metric Met = n/a No occurrences this reporting period
8	Communication	Timely notification of planned outages.	For 95% of occurrences, upon confirmation by the system owner, notification is made within a maximum of 3 hours during established business hours.	Monthly	Metric Met = n/a No occurrences this reporting period
9	Communication	Timely notification of impact of global application issues.	90% of occurrences, documentation is provided within 2 business days. Notification includes as much information as possible (scope of problem and proposed solution).	Quarterly	Metric Met = n/a No occurrences this reporting period
10	Communication	Important customer notifications. Upcoming Planned Events	For 100% of occurrences, documentation is provided within 3 business days.	Monthly	Metric Met = n/a No occurrences this reporting period
11	Federal Employees Health Benefits Centralized Enrollment Clearinghouse System (CLER) Customer Service	Availability of Call Center.	98% availability during business hours (8 a.m. – 4 p.m. (central time)) for business days.	Monthly	Metric Met = Yes Oct = Yes, 99%, 167 of 168 Nov = Yes, 100%, 152 of 152 Dec = Yes, 100%, 176 of 176

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Item	Measure	Definition	Metric	Frequency	1st Quarter
12	CLER Customer Service	CLER Call Center Service Level.	80% of calls answered within 30 seconds.	Monthly	Metric Met = Yes Oct = Yes, 95%, 76 of 80 Nov = Yes, 94%, 119 of 127 Dec = Yes, 95%, 94 of 99
13	CLER Customer Service	First Call Resolution.	70% of calls where issue is resolved on the first call.	Monthly	Metric Met = Yes Oct = Yes, 100%, 75 of 75 Nov = Yes, 100%, 115 of 115 Dec = Yes, 100%, 12 of 12
14	CLER Customer Service	Resolution of written inquiries.	90% completed within 7 business days.	Monthly	Metric Met = Yes Oct = Yes, 100%, 10 of 10 Nov = Yes, 100%, 2 of 2 Dec = Yes, 100%, 12 of 12